

Job Opening: Support Services Assistant

The Westfield Police Department is seeking an outgoing, qualified individual to fill a Support Services Assistant position. The responsibilities for this position include performing a variety of professional routine and complex duties within the Support Services-Records Division. This will include assisting with processing paperwork, collecting and compiling crime and traffic statistics, data entry; typing and general clerical duties; and responding to requests for information. This team member will work during our regular business hours of Monday –Friday from 7:30am-4:00pm.

Each interested applicant must submit their résumé and a completed City of Westfield Employment Application (see City website) by **May 21st, 2010**.

For complete job description, see below.

Please forward all applicant information to:

**Westfield Police Department
Attn: Ashley Buthe
17535 Dartown Rd
Westfield, IN 46074**

Support Services Assistant

FLSA Status: Non-Exempt

General Definition of Work

The Support Services Assistant position performs a variety of professional routine and complex duties within the Support Division. The Support Services Assistant also assists with collecting and compiling crime and traffic data to support both operational and administrative functions. This data aids in the identification of operational and administrative objectives and goals, discovery of crime patterns and trends and assists with the implementation of community oriented and strategic policing concepts. This position under the direct supervision of the Support Services Manager.

Qualifications

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactorily perform the essential functions of this position.

Essential Functions

- Assists Support Services Manager with a variety of duties pertaining to the Records Division on a daily basis including but not limited to processing morning paperwork, scanning, processing criminal dispositions, daily records review and background checks. Performs certain duties of the Support Services Manager in their absence.
- Assists with forwarding records information to other agencies, obtaining follow up information, and supplementing the records accordingly.
- Assists with completing background checks for members of the public.
- Assists in communication with other law enforcement agencies, service agencies, and prosecutor's office.
- Assists in disseminating paperwork to appropriate agencies once processed including other law enforcement agencies, probation, PREVAIL, Noblesville Communications, DCS, and the Indiana Missing Children's Clearinghouse.
- Provides assistance to Investigation Division, Patrol Division, or other department personnel as needed or requested.
- Assists with data entry (written citations and warnings) as needed.
- Assists with filing as needed
- As required, conducts research on Department in-house and CAD system for record information.
- Ensures that supplemental case information is forwarded to the appropriate agencies, adhering to rules of discovery.
- Collects and displays crime and traffic data from the Westfield Police Department's Record Management System (RMS), Computer Aided Dispatch System (CAD), law enforcement databases, other law enforcement agencies, publications, and broadcasts upon request.
- Organizes, collates, interprets, and presents crime and traffic data in appropriate formats to be utilized both internally and externally. These formats include bulletins, reports, alerts, computer generated spreadsheets, pin-maps and graphs.
- Compiles and creates a performance matrix report on a bi-weekly basis for the Assistant Chief, which focuses on current criminal and traffic problems in the community and also notes corresponding strategies to address each challenge.
- Cooperates with other criminal justice agencies and share information when appropriate or as authorized.
- When necessary, attends neighborhood, City Council, and other community meetings to share statistical information and reports.
- Assists with answering multi-line telephone and directs calls to the appropriate person, office, or mailbox. Handles any emergency calls as quickly and professionally as possible. Contacts dispatch when necessary.
- Assists with walk-ins when needed to include processing requests for public information, processing gun permits, collecting fees when applicable.
- Performs additional records related duties as needed when requested by direct supervisor.

Support Services Assistant

FLSA Status: Non-Exempt

Knowledge, Skills and Abilities

- Extensive knowledge of the Records Management System (RMS) and Computer Aided Dispatch (CAD) Resource Monitor
- Ability to work with minimum supervision, self motivated, ability to work in fast paced environment
- Requisite training and experience in the criminal justice field
- Ability to communicate effectively and professionally with members of public, government officials, and co-workers.
- Thorough knowledge of Microsoft Office 2007 including Excel (be able to build and use functions to create graphs and charts for data analysis), Word, Access, and PowerPoint applications.

Education and Experience

Shall be a high school graduate or possess a GED. College degree in criminal justice or related field is preferred. Statistical and analytical experience is preferred. A minimum of three years experience working in an office environment is strongly desired; criminal justice office environment is preferred.

Physical Requirements and Working Conditions

Duties require sufficient mobility to work in a typical office setting and use standard office equipment, including a computer; sustained posture in a seated position for prolonged periods of time; frequent stooping, twisting, bending, kneeling, and reaching; vision to read printed materials and hearing and speech to communicate in person or over the telephone.

Special Requirements

- May attend meetings at various sites within and away from the City during business and non-business hours
- May have to flex work hours to accommodate paperwork deadlines per direction of direct supervisor
- Pass a detailed background investigation
- Excellent verbal and written communication skills